— CHAPTER 13 —

Contacting Plextor's Technical Support Department

YOUR TASK: Learn the variety of methods you can use to contact Plextor's Technical Support Department. Learn what information you should gather before contacting Plextor's Technical Support Department.

YOUR OBJECTIVE: Know how to get in contact with Plextor if you experience any problems installing or operating your 8PleX CD-ROM drive.

YOUR METHOD: Store Plextor's phone, fax, and BBS numbers in a convenient location. Keep your drive's serial number and a copy of your sales receipt handy, as well.

If you experience a problem while installing or operating your 8PleX drive, please refer first to the troubleshooting chapter (Chapter 12) in this manual. It contains solutions to the most common types of problems fielded by our technical support staff.

Our Technical Support Department will help you solve problems that relate specifically to your 8PleX drive. In many cases, a problem that appears to be caused by your CD-ROM drive actually originates in another part of your computer. In such instances, our technical support staff will try to help you identify the part (e.g., SCSI interface board) at fault, and will refer you to the manufacturer of that part for further assistance.

Although we think highly of the capabilities of our technical support staff, we recognize that they do suffer from some limitations; namely, they do not possess psychic or telepathic powers. Therefore, their ability to help you depends a great deal on your ability to help them. You must act as their eyes and ears as they try to diagnose and fix your problem. If you gather the information requested on the following page before your call, you will find that your problem can be resolved much more quickly.

Plextor's Technical Support Department is available Monday through Friday, 6:30 a.m. to 5:30 p.m., PST. We are closed on weekends and some holidays.

How to Contact

There are three ways for you to contact Plextor's Technical Support Department:

1) Call 800-886-3935 and select the technical support extension.
2) Send a fax to the attention of the Technical Support Department at 408-986-1010. Include your telephone number and the hours during which you can be reached. Be as detailed as possible in describing your problem. It typically is useful if you also send a printout of your AUTOEXEC.BAT and CONFIG.SYS files.
3) Send us e-mail at **support@plextor.com**.
4) Log on to our BBS (2400/9600/14.4/28.8/MNP, V.42bis) at 408-986-1569. You will find a great deal of useful information and software on our BBS. It includes:
    - Device drivers for various SCSI interface boards and soundboards (available only to those who have purchased these boards directly from Plextor).
    - Utilities to enhance the operation of your drive.
    - Discussions of various technical problems you might encounter, with suggestions as to how you might fix or circumvent them.

    In addition, you can upload questions you have about the installation or operation of your 8PleX drive. A member of Plextor's technical support staff will respond to your question either by phone or modem.

Before You Call/FAX/Log On

Please gather as much of this information as possible:

✓ The serial number of your CD-ROM drive (your serial number can be found both on the warranty card that accompanied the drive and on a label on the drive itself).

✓ The name and model number of your SCSI interface board (e.g., Future Domain TMC-1610, Adaptec AHA-1515, Trantor T-130).

✓ The version of the software device drivers that came with your SCSI interface board (this typically is found on the label of the floppy disk which contains the device drivers).

✓ The version of the Windows, DOS, Mac, Novell, OS/2 or Unix operating system you are using.

✓ The brand name and model number of your computer (e.g., Dell 466/NP, Micron P66PCI Powerstation, ALR Evolution V, Apple Macintosh Performa 575).

✓ The type of VGA, Super VGA or other graphics card you use.

✓ Brand name and model number of any other peripherals you have installed/ connected to your computer (e.g., scanner, fax board, network board).

Returns

You must receive an RMA (Returned Materials Authorization) number from the Technical Support Department before any Plextor CD-ROM drive can be returned for repair or replacement. Any drive sent to Plextor without an RMA number will not be accepted. Drives must be sent postage prepaid. We recommend that you insure your shipment, as Plextor cannot be held responsible for any damage that may occur during shipment.

Helpful Contact Phone/FAX/BBS Numbers

COMPANY *Product*	800 PHONE	PHONE	FAX / BBS
Adaptec *SCSI interface boards*	959-SCSI	408-945-8600	408-262-2533 / 408-945-7727
AMC *Audio cables*	882-0587	206-882-0587	206-861-8391 —
Always/Basin Comp. *SCSI interface boards*	238-4453	818-597-1400	818-598-0110 / 818-597-0275
Diamond *Soundboards*	468-5846	408-736-2000	408-325-7070 / 408-524-9301
DPT *SCSI interface boards*	322-4378	407-830-5522	407-260-5366 / 407-830-1070
DTC *SCSI interface boards*	—	408-942-4000	408-942-4052 / 408-942-4010
Future Domain *SCSI interface boards*	—	714-455-8100	714-253-0429 / 714-253-0432
FWB *Mac device drivers*	—	415-325-4392	415-833-4653 —
Pacific Inter Connects *Audio cables*	934-2839	408-654-0234	408-982-9329 —
Plextor *Recommend SCSI soundboards, audio cables and all other technical support needs*	886-3935	408-980-1838	408-986-1010 / 408-986-1569
Trantor *SCSI interface boards and Mac device drivers*	(see Adaptec listing)		

Specifications

	PX-83CS Internal	PX-85CS External
Disc		
Useable Formats	CD-ROM Mode 1; CD-DA; CD-I; Video CD (MPEG); CD-ROM XA Mode-2, Form 1, Form 2; Photo CD CD Plus; CD-G, Karaoke	CD-ROM Mode 1; CD-DA; CD-I; Video CD (MPEG); CD-ROM XA Mode-2, Form 1, Form 2; Photo CD CD Plus; CD-G, Karaoke
Disc Diameter	12 cm. (60 min. & 74 min.)	12 cm. (60 min. & 74 min.)
Rotational Speed at 8X	Inner Track: 4240 rpm Outer Track: 1600 rpm	Inner Track: 4240 rpm Outer Track: 1600 rpm
Performance		
Data Transfer Rate Sync Async	1200 KB/sec.; Burst: 10 MB/sec. Burst: 5.0 MB/sec.	1200 KB/sec.; Burst: 10 MB/sec. Burst: 5.0 MB/sec.
Access Speeds: Full stroke One-third Stroke Random Access Random Seek	 220 ms 150 ms 115 ms 95 ms	 220 ms 150 ms 115 ms 95 ms
Data Buffer	256 KB	256 KB
Optical Pickup Laser Slide Mechanism Spindle Motor	 Semiconductor Linear Motor Brushless	 Semiconductor Linear Motor Brushless
Error Rate	Mode 1: 1 Block/10^{12} Bits; Mode 2: 1 Block/10^{9} Bits	Mode 1: 1 Block/10^{12} Bits; Mode 2: 1 Block/10^{9} Bits
Front Panel		
Indicator (LED)	DISC IN; Power ON/BUSY	DISC IN; Power ON/BUSY
Disc Loading	Manual; standard caddy	Manual; standard caddy
Headphone Jack	Stereo mini-jack, 0.9V at 32 Ohms	Stereo mini-jack, 0.9V at 32 Ohms
Volume Control	Wheel Knob	Wheel Knob
Play Button	Play, Forward, Skip	Play, Forward, Skip
Stop/Eject Button	Stop, Eject	Stop, Eject

	PX-83CS Internal	PX-85CS External
Rear Panel		
Power Supply	DC +5V, 0.7A (0.9A Peak); DC +12V, 1.0A (1.7A Peak)	AC 100-240V 50/60 Hz., 0.3A (Auto Switching)
Power Switch	—	Tumbler Type: 3A, 250V
Interface Connector	SCSI, 50-Pin Header Type	SCSI, Two 50-Pin High-density connector
Audio Output	Analog Output, Molex Connector (P/N 50083-8014 4-pin) Use Molex Housing (P/N 51030-0430 4-pin)	Analog Output, RCA Jacks
Jumper Switches	SCSI ID, Term, Parity, Test, Block, Eject	—
DIP Switch	—	Term, Parity, Test Block, Eject
Rotary Switch	—	SCSI ID
Environmental Conditions		
Operating		
Temperature	0 to 45 degrees Celsius	0 to 45 degrees Celsius
Humidity	20 to 80% Noncondensing	20 to 80% Noncondensing
Storage		
Temperature	–40 to 60 degrees Celsius	–40 to 60 degrees Celsius
Humidity	5 to 95% Noncondensing	5 to 95% Noncondensing
Dimensions and Weight		
Dimensions (W/H/D)	5.75" x 1.63" x 7.95"	7.0" x 2.24" x 12.03"
Weight	2.4 lbs.	5.7 lbs.
Reliability		
MTBF	100,000 POH	100,000 POH
Caddy Loading	200,000 Times	200,000 Times

ABOUT PLEXTOR

Plextor is a subsidiary of the Shinano Kenshi Company (SKC), Ltd. SKC's roots stretch back to 1918, when it began to manufacture textiles in Japan's northern prefecture of Nagano. (Nagano, incidentally, will be the site of the 1998 Winter Olympics.) SKC's involvement in the electronics industry started in 1962, when it diversified into the production of stepper motors for commercial audio products. SKC is now one of the world's largest manufacturers of small motors used in hard disks, floppy disks, tape drives, copy machines, video cameras — and your Plextor CD-ROM drive.

Over the past decade, SKC has developed a reputation as an innovator in compact disc and CD-ROM technology. In 1992 it was the second company to begin shipments of double speed CD-ROM drives. In 1994, it was the first company to begin shipments of half-height quad speed CD-ROM drives. In early 1995, SKC was the first company to ship a six speed CD-ROM drive. SKC also is a leading manufacturer of compact disc players used for industrial and commercial applications (e.g., background music players for retail stores, restaurants and shopping centers).

Plextor acts as SKC's sales, service and support arm throughout the world. In addition to CD-ROM drives, Plextor also sells under its own label professional audio equipment used by radio stations, high-speed printing presses, and a CD encoding system developed by SKC that can pack up to eight hours of audio onto a single compact disc.

Plextor's home office is in Tokyo. Plextor first opened an office in California's Silicon Valley in 1990. Rapid growth has required it to move twice since then to larger offices. Plextor now occupies a 30,000 sq. ft. facility in Santa Clara, California, which is staffed by sales, marketing, technical support, engineering, administrative and shipping personnel. Our European office (in Brussels) began operation in 1994.

Plextor's CD-ROM Drives					
	MODEL	INTRODUCED	DATA TRANSFER RATE	ACCESS TIME	BUFFER SIZE
1st generation	DM-3020/5020	1990	150KB/sec	430ms	64K
2nd generation	DM-3021/5021	1991	150KB/sec	340ms	64K
3rd generation	DM-3024/5024	1992	300KB/sec	265ms	64K
4th generation	DM-3028/5028	1993	335KB/sec	240ms	64K
5th generation	PX-43CH/45CH	1994	600KB/sec	220ms	1MB
6th generation	PX-43CS/45CS	1994	600KB/sec	170ms	256K
7th generation	PX-63CS/65CS	1995	900KB/sec	145ms	256K
8th generation	PX-43CE/45CE	1995	675KB/sec	130ms	256K
9th generation	PX-83CS/85CS	1996	1200 KB/sec	115ms	256K

Warranty Information

PLEXTOR CORP. ("PLEXTOR") warrants your 8PleX CD-ROM drive against any defect in material and workmanship, under normal use, for a period of two years following its date of purchase. In the event this product is found to be defective within the warranty period, PLEXTOR will, at its option, repair or replace the defective CD-ROM drive.

This warranty is void if: a) the drive is operated or stored under abnormal use and maintenance conditions; b) if the drive is repaired, modified or altered, unless such repair, modification or alteration is expressly authorized in writing by PLEXTOR; c) if the drive is subject to abuse, neglect, lightning strike, electrical fault, improper packaging, or accident; d) if the drive is installed improperly; or e) if the serial number of the drive is defaced or missing.

PLEXTOR will not, under any circumstances, be liable for direct, special or consequential damages such as, but not limited to, damage or loss of property or equipment, loss of profits or revenues, cost of replacement goods, or expense or inconvenience caused by service interruptions. Under no circumstances will any person be entitled to any sum greater than the purchase price paid for the drive.

To obtain warranty service, you may contact PLEXTOR's Technical Support Department by calling 800-886-3935. They will attempt to diagnose and correct your problem by phone. If the drive does not function properly they will issue a Return Material Authorization (RMA) number. You may be asked to furnish proof of purchase to confirm that the drive is still under warranty.

All 8PleX CD-ROM drives returned to PLEXTOR must be securely packaged and shipped postage prepaid. All product returns must be authorized in advance by PLEXTOR's Technical Support Department. Authorization is confirmed by issuance of the RMA number, which must be written prominently on the outside of the box in which the defective drive is returned to PLEXTOR.

Inside back cover

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Phone: 32-2-725-5522 FAX: 32-2-725-9495